



Technical Service Bulletin

93 Sudden loss of range and shows less than 140 miles

93 24 99 2057985/2 July 31, 2024. Supersedes Technical Service Bulletin Group 93 number 19-15 dated December 4, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
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e-tron	2019	000301 - 000301 009084 - 009084 009085 - 009085 009087 - 009087 009091 - 009091 009092 - 009092 009093 - 009093 009095 - 009095 009097 - 009097 009155 - 009155 009156 - 009156 009157 - 009157 009163 - 009163 009164 - 009164 009165 - 009165 009169 - 009169 009227 - 009227 009229 - 009229 009231 - 009231 009232 - 009232 009241 - 009241 009331 - 009331 009348 - 009348 009349 - 009349 009356 - 009356 009359 - 009359 009365 - 009365 009368 - 009368 009369 - 009369 009371 - 009371 009380 - 009380 009383 - 009383 009384 - 009384 009387 - 009387 009388 - 009388 009390 - 009390 009414 - 009414 009418 - 009418 009449 - 009449	Not Applicable
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	009483 - 009483	
	009487 - 009487	
	009563 - 009563	
	009567 - 009567	
	009574 - 009574	
	009586 - 009586	
	009686 - 009686	
	009710 - 009710	
	009731 - 009731	
	009863 - 009863	
	009988 - 009988	
	010057 - 010057	
	010061 - 010061	
	010084 - 010084	
	010090 - 010090	
	010093 - 010093	
	010114 - 010114	
	010153 - 010153	
	010188 - 010188	
	010450 - 010450	
	010514 - 010514	
	010518 - 010518	
	010585 - 010585	
	010778 - 010778	
	010796 - 010796	
	011770 - 011770	

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Updated warranty table)
1	12/04/2019	Initial publication

Customer statement:

- The remaining range suddenly decreases by approximately 60 miles.
- Although the vehicle is fully charged, only 140 miles or less of range is displayed.



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- The remaining range has not gradually decreased during the total operating period of the vehicle but dropped suddenly.

Workshop findings:

- It is possible that the sudden drop of the remaining range displayed cannot be reproduced. However, when the vehicle is fully charged, the condition that only about half of the usual remaining range is displayed can be reproduced.

Technical Background 1

With very specific cells of the individual high-voltage battery modules, insufficient insulation of an anode can lead to cell damage.

Production Solution

Vehicles built after 06/27/2019 are not affected.

Service

NOTICE

Only carry out the following repair if this TSB is displayed for the VIN. Otherwise, this solution won't work and repeat repairs may be necessary. In such a case, the warranty claim will be reviewed and completely rejected.

If this TSB is displayed for the VIN of this vehicle, carry out the following repair:

1. One or more high-voltage battery module(s) must be replaced. Only modules with a unique serial number are affected and must be replaced.

DANGER

Extremely dangerous due to high voltage. The high-voltage system is under heavy voltage. Severe bodily injury or death by electrocution or electric arcs is possible.

NOTICE

Only technicians with the necessary qualifications may replace modules of the high-voltage battery. Always proceed according to the repair manual. Call TAC, if you are not sure.

2. Please work with the following test plan in ODIS it will direct you which module(s) must be replaced in the vehicle, *Special functions >> High-voltage >> AX2 high-voltage battery 1 - Anode.*



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Tip: The required test plan is available from ODIS-S version 5.1.6 - Audi brand software version 2019.12.00/2.19.6 - main feature 89.5.390 (or higher). Update the ODIS tester before starting work.

Complete the individual steps as specified in the test plan and send the diagnosis log online after completing the work:

3. In the test plan, you will be asked to compare the individual serial numbers of the HV modules of the HV battery. To do this you can enter the serial numbers manually with the keyboard or the 2D scanner VAS 6161/1.

4. **Enter the serial number of the HV modules with the 2D scanner VAS 6161/1 (Figure 1):**

Connect the 2D scanner VAS 6161/1 to the tester and set it up before starting the above test plan.



Figure 1. 2D scanner VAS 6161/1.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	S658		
Damage Code:	0016		
Labor Operations:	Battery module remove + install	9301 195x	See SRT x times how many modules were replaced and/or balanced
	Remove and install battery module (every further module)	9301 1999	60 TU each



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	Charge battery	2706 8950	See SRT
Observe information on predecessor as well as included and excluded items in the repair operations. Please note associated operations.			
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2057985/2		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2057985**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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